<u>**Amendments to the Claims**</u>

The following listing of claims will replace all prior versions, and listings, of claims in the application:

1. **(Currently Amended)**   A method of providing automated reservations comprising the steps of: interacting with a user via an automated interactive voice response system; authenticating said user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system to access an awards account; acquiring itinerary data from said user; querying an itinerary database with said itinerary data; providing to said user a plurality of itineraries; allowing said user to select an itinerary from said plurality of itineraries; querying an awards database ~~to determine~~ and determining if said user has sufficient awards in said awards account for said selected itinerary; and acquiring payment information from said user for said selected itinerary.

2. **(Previously presented)**   A method of providing automated reservations according to claim 1, further including the step of: confirming said selected itinerary.

3. **(Previously presented)**   A method of providing automated reservations according to claim 1, further including the steps of: placing said selected itinerary on hold; and providing said user a reference number indicative of said itinerary.

4. **(Previously presented)**   A method of providing automated reservations according to claim 1 wherein said user interacts with said automated interactive voice response system

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utilizing vocal responses.

5. **(Previously presented)**   A method of providing automated reservations according to claim 1, further including the step of: assigning seats to said user for said selected itinerary.

6. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said user is transferred to an operator upon request.

7. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

8. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said identification data is biometric data.

9. **(Previously presented)**   A method of providing automated reservations according to claim 8, wherein said identification data is voice data.

10. **(Previously presented)**   A method of providing automated reservations according to claim 1, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a

birth date, and a frequent flyer number.

11. **(Previously presented)** A method of providing automated reservations according to claim 1, wherein said awards database is a look-up table.

12. **(Withdrawn)** A method of providing automated reservations comprising the steps of:

    interacting with a user via an automated interactive voice response system;

    authenticating a user utilizing one or more forms of identification data provided by said user to said automated interactive voice response system;

    utilizing said identification to access an awards account;

    acquiring itinerary data from said user;

    querying an itinerary database with said itinerary data;

    providing to said user one or more itineraries;

    prompting said user to select an itinerary from said plurality of itineraries;

    querying an awards database to determine if said user has sufficient awards in said awards account for said selected itinerary; and

    prompting said user to ticket or hold said selected itinerary.

13. **(Withdrawn)** A method of providing automated reservations according to claim 12, further including the step of: confirming said selected itinerary.

14. **(Withdrawn)** A method of providing automated reservations according to claim

12, further including the steps of: placing said selected itinerary on hold; and providing said user a reference number indicative of said itinerary.

15. **(Withdrawn)** A method of providing automated reservations according to claim 12 wherein said user interacts with said automated interactive voice response system system utilizing vocal responses.

16. **(Withdrawn)** A method of providing automated reservations according to claim 12, further including the step of: assigning seats to said user for said selected itinerary.

17. **(Withdrawn)** A method of providing automated reservations according to claim 12, wherein said user is transferred to an operator upon request.

18. **(Withdrawn)** A method of providing automated reservations according to claim 12, wherein said itinerary data includes one or more of the group consisting of a departure date, an arrival date, a departure time, an arrival time, departure location, arrival destination, number of passengers, class of service, and seating preference.

19. **(Withdrawn)** A method of providing automated reservations according to claim 12, wherein said identification data is biometric data.

20. **(Withdrawn)** A method of providing automated reservations according to claim 19, wherein said identification data is voice data.

21. **(Withdrawn)**   A method of providing automated reservations according to claim 12, wherein said identification data is at least one of the group consisting of a user's name, a personal identification number, a social security number, a telephone number, a birth date, and a frequent flyer number.

22. **(Withdrawn)**   A method of providing automated reservations according to claim 12, wherein said awards database is a look-up table.